

The environment management programme was discussed under the action areas: water and wastewater, energy, waste, purchasing environmentally-preferable products, emissions, indoor air quality, noise, internal communication and training, visitor communication, and monitoring and documenting the progress of the environment management programme. These actions will now be briefly recapitulated as department checklists.

**ENVIRONMENT MANAGEMENT CHECKLIST FOR ROOMS, HOUSEKEEPING
AND FRONT OFFICE**

- Train staff to use less hot water and electricity when cleaning;
- Use water-saving devices such as aerators, low-flush valves, low-flow showerheads, waterless urinals, toilet dams, etc;
- Avoid rinsing under running taps – use buckets or bowls instead;
- Run washing machines only when full;
- Place tent cards in rooms inviting guests to save water and energy;
- Use energy-saving 'fob' and 'link' controls;
- Fit energy-saving light-bulbs and translucent lampshades;
- Use hot/cold water mixes in all outlets;
- Avoid placing furniture in front of heaters and air-conditioners;
- Maintain hot water in taps at 50°C;
- Open and close curtains to maximise and minimise heat gain as required;
- Separate waste for recycling;
- Purchase reusable, recyclable, less toxic, biodegradable and lightly packaged products;
- Avoid individual toiletries – use bulk dispensers instead;
- Avoid disposable products;
- Reuse old linen, containers, and left-over guest stationary;
- Train staff in environment-related actions and keep them informed about environment progress;
- Co-operate with, and report repair needs to, engineering and maintenance departments;
- Keep proper records of environment performance.

**ENVIRONMENT MANAGEMENT CHECKLIST FOR ADMINISTRATION,
PURCHASING AND BACK OFFICE**

- Train staff in water and energy conservation and waste reduction and separation;
- Separate waste;
- Keep abreast of environment news, including changes in legislation, tariffs and charges;
- Switch off equipment and lights when not required;
- Use energy-saving lighting;
- Implement environmental purchasing policies;
- Give preference to environmentally certified products and those with less packaging;
- Give preference to stronger, longer-lasting products;

- Invite suppliers to suggest environment-preferable alternatives;
- Make efforts to reduce paper and other office materials;
- Use energy-saving computers, copiers, fax machines etc;
- Recycle toner cartridges;
- Install individual thermostats on heaters and coolers;
- Co-operate with and report repair needs and malfunctions to engineering and maintenance departments;
- Communicate environment achievements to visitors, stakeholders, the local community and the wider public;
- Monitor resource use and waste output;
- Maintain records on environment performance.

ENVIRONMENT MANAGEMENT CHECKLIST FOR FOOD AND BEVERAGE AND KITCHENS

- Train staff in energy and water conservation;
- Separate waste, including organic waste, fats and oils;
- Replace old equipment with more energy-efficient models;
- Defrost at room temperature, not in hot water;
- Avoid using ozone-depleting substances;
- Match pan size to burner size;
- Use biodegradable cleaning products;
- Install hot water mixers in all water outlets;
- Compost organic waste;
- Send food waste to pig farms;
- Fit grease traps on all effluent outlets;
- Ensure all equipment is in good working order;
- Maintain sealing and stripping in cold rooms and refrigeration units;
- Invite suppliers to take back and reuse crates, pallets and other packaging;
- Minimise the use of disposable cutlery, crockery, and other such items;
- Highlight local specialities on menus;
- Buy in bulk and from local producers;
- Donate left-over food from buffets;
- Co-operate with and report repair needs and malfunctions to engineering and maintenance;
- Monitor resource use and waste output.

ENVIRONMENT MANAGEMENT CHECKLIST FOR GARDENS

- Water in the evening or early morning;
- Direct water flow directly to roots;
- Use drought-resistant, native plant species;
- Compost garden waste;
- Collect rainwater for watering;
- Avoid pesticides, insecticides and chemical fertilisers;
- Reduce lawn areas;
- Plant trees (including deciduous trees) to reduce heat gain during the summer and increase it during the winter;

- Install timers on outdoor lighting;
- Look into PV-powered outdoor lighting;
- Co-operate with engineering and maintenance on EMS.

ENVIRONMENT MANAGEMENT CHECKLIST FOR POOLS

- Ensure adequate filtration and turnover of water;
- Experiment with water purification techniques other than chlorine;
- Maintain water temperature at around 29°C;
- Maintain indoor air temperature at the same temperature as, or slightly higher than, the pool water (up to 1°C);
- Maintain relative humidity at about 60%;
- A general guideline for ventilation for indoor pools is 4 to 6 changes of air per hour;
- Co-operate with engineering and maintenance on EMS.

ENVIRONMENT CHECKLIST FOR ENGINEERING AND MAINTENANCE

- Maintain water supply and distribution networks;
- Maintain energy and hot water distribution networks;
- Review insulation over the property, including hot water pipes;
- Check feasibility of wastewater treatment and reuse on-site;
- Look into automatic load-shedding systems;
- Install building management systems together with timers, TVRs, and thermostats on all equipment;
- Look into possibilities of heat recovery and CHP applications;
- Ensure energy and power controls are set according to levels of activity and climate considerations;
- Explore possibilities for the use of renewable energy sources onsite;
- Inquire into purchasing 'green' electricity generated from renewable energy sources;
- Inquire into calibrated water supply systems;
- Install water-saving devices in all outlets;
- Ensure adequate changeover on indoor air;
- Ensure the good working order of all equipment;
- Ensure that fans, vents and filters are clean and in good condition;
- Provide for the safe storage and disposal of hazardous waste;
- Use non-halon fire extinguishers;
- Ensure all vehicles are in good working order;
- Work on the sub-metering of different areas of the property to improve in-house data accuracy;
- Eliminate ODSs in refrigeration and air-conditioning;
- Seal gaps in windows and door frames;
- Monitor water, fuel, power use and indoor air quality;
- Use environment-preferable building materials during refurbishment and renovation;
- Co-operate with other departments in EMS management and monitoring.